

FREE UK DELIVERY

30 DAY RETURNS GUARANTEE

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RETURNS & WARRANTY INFORMATION

RETURN POLICY AND 30-DAY MONEY BACK GUARANTEE

VIPAR offers a 30-day money back guarantee on all our products still in their original packaging. Taxes, shipping and handling fees are not refundable. To return merchandise, you must obtain a Return Materials Authorization number. Please call your VIPAR customer service team and provide them with order number of the merchandise you wish to return. You must ship the merchandise within seven (7) calendar days of receiving your RMA number. Moreover, you must also return the merchandise to VIPAR in its/their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

For customers ordering outside of the EU, duties and applicable taxes are not calculated or charged by VIPAR. International customers are solely responsible for any shipping costs, as well as duties and/or taxes that may be incurred from the international transit of any part or system for repair.

VIPAR WARRANTY POLICY

VIPAR warrants to the original purchaser that any VIPAR hardware will be free of defects in workmanship and materials for the applicable period of (1) Years, which is measured from the date of delivery. The following sections detail the terms of the VIPAR Warranty Agreement.

This warranty does not cover:

- Damage caused by actions that are beyond VIPAR's control, such as: impacts, liquids, fire, rain, lightning or other disasters such as: nuclear war, zombie apocalypse, epidemic, alien occupation, or armed insurrection.
- Product that has been damaged through misuse, abuse or mishandling, including the unauthorized modification of the system as a whole or any individual component and/or the attachment of peripheral devices.
- Product for which VIPAR has not received full payment.

During your warranty period, VIPAR will first attempt to diagnose and resolve the problem over the telephone. If we determine that the problem is with a defective component covered by your warranty, we will then either: have you send your product back to our facilities for repair or send you a part to replace the defective component.

If your product is returned to VIPAR for repair, we will issue with a Returns Material Authorization number. You must then return the product to our facilities in its original or equivalent packaging. Once we have repaired your product, we will then return the repaired product to you. Return shipping will be paid for by VIPAR.

If a replacement part is sent out, VIPAR will require a valid credit card number at the time of shipment. You will not be charged for the replacement part as long as the original part is returned to us within seven (7) calendar days after you receive the replacement part. If VIPAR does not receive the original part within the seven (7) calendar days from the date you received the replacement part, we will charge to your credit card the current standard price for that part.

Replacement parts will be new, comparable or better in function and performance to the original part, and warranted for thirty (30) calendar days or the remainder of the warranty period, whichever is longer. Any additional purchases or upgrades will not extend this product warranty.

If VIPAR determines that the problem with the product is not covered by the warranty, we will inform you of alternative solutions that may be available to you.

For International Customers,

The warranty applies to VIPAR products shipped to any country outside of the EU, provided that you are responsible for paying all freight charges incurred in shipping, importing/exporting, receiving replacement parts and for arranging and paying for the shipment of any defective part(s) back to VIPAR. All international customers are responsible for all customs duties, VAT and other associated taxes and charges.

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